The Power Line

Douglas PUD Quarterly Customer Newsletter

National Hydropower Day – August 24, 2023

America's first renewable energy source, hydropower, is being celebrated August 24th, National Hydropower Day! Hydro Is Key to keeping the lights on in our homes and businesses, and every year, we love to take the opportunity to share how hydro benefits our lives each and every day!

This year's Hydro Day incorporates the theme "Hydro Is Key." The theme brings awareness to hydropower's importance in backstopping the deployment of other renewables, as well as the workforce dedicated to supporting the clean energy transition.

Douglas PUD customers are blessed with clean, renewable, reliable power from our very own Wells Hydroelectric Project. Happy Hydropower Day!

Douglas County Community Network - DCCN Broadband

The Douglas County Community Network (DCCN) is an ultra-high-speed, broadband network designed for Douglas County PUD's electric system. This network enables safe and effective monitoring and control of the PUD's electric system. As an added benefit excess capacity is available for our customers use!

A contract crew has been busy along Hwy 17 installing backbone fiber cable to bring service to the most rural parts of Douglas County. Another crew has been working to pick up hard to serve pockets of customers around East Wenatchee.

After completing this year's capital construction projects, fiber will be available to all areas of Douglas County, with a few exceptions of areas still in development. We started this effort in the late 1990s and are excited to be so close to making this service available to all our customers! If you are interested in gigabit speed internet, check our website to see if service is available in your area and contact a service provider to sign up! www.DouglasPUD.org

Scan this code to see video of the installation in action!
(or view here: https://youtu.be/jL8JALmCBHg)

Extreme Heat Cut-Off Protection

Washington State House Bill 1329 prevents the termination of electric or water services to any residential user due to lack of payment on any day for which the National Weather Service has issued or has announced that it intends to issue a heat-related alert, such as an excessive heat warning, a heat advisory, an excessive heat watch or a similar alert, for the area in which the residential user's address is located.

If a residential user service has been disconnected for lack of payment prior to a heat related alert event the customer may request reconnection of service on any day that a heat related event occurs. The utility will make a reasonable attempt to reconnect service during regular business hours. To be reconnected under this law you must:

1. Request reconnection with the Customer Accounting Department by calling 509-884-7191 on any day for which the National Weather Service has issued or has announced that it intends to issue a heat related event.
2. Bring to the Customer Accounting Department your most recent IRS W-2 form for income certification.
3. Enter into and maintain a payment plan that is designed both to pay the past due bill by the following May 15th, or as soon as possible after May 15th and to pay for continued utility service. You will not be required to pay more than an amount equal to six percent (6%) of your certified monthly income.

While this is a timely notice after our most recent heat spell, it has been Douglas PUD's practice since long before this legislation. If you are having trouble paying your bills, let's talk. There are budget plans, payment arrangements and assistance agencies available to help. If you have any questions, please contact our Customer Accounting Department.